

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**DATA ENTRY CLERK
VARIOUS DEPARTMENTS**

GENERAL STATEMENT OF DUTIES

Performs specialized data-entry and clerical work in support of a City department or division. Employee reports to an assistant, division or department director.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is responsible for operating a computer and data processing equipment to enter and maintain various information and generate various printouts as necessary. Assignments are repetitive in nature; however, a wide variety of source documents or several comprehensive documents may require numerous data entry formats and data codes which much be learned. Specific guidelines concerning data entry procedures are usually available for each document to be entered. Some independent judgment and initiative must be exercised in entering and updating various files to insure that accurate information is entered into the system. Courtesy and tact are required in frequent dealings with departmental employees and the general public. Work is performed under general supervision of an assistant, division or department director and is evaluated in terms of the efficiency and effectiveness of duties performed.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Processes information using a variety of computer-driven word processing, spreadsheet and file maintenance programs which requires use of a variety of complicated formats for preparing such documents as correspondence, budgets, reports, manuscripts, checks, bank deposit slips, etc.; assumes responsibility for accuracy of spelling, punctuation, format and grammar.

Obtains information from other departments or staff and enters into appropriate computer program; counts and enters numerical data into computer system, may balance figures.

Prepares printouts of records and reports as requested.

Receives telephone calls and visitors; gives out information regarding department activities and programs; refers calls or visitors to appropriate City officials.

Composes forms, correspondence, reports, etc.; drafts information and materials for various purposes.

ADDITIONAL JOB FUNCTIONS

Travels to bank to make deposits.

Performs related work assignments as required.

DATA ENTRY CLERK

KNOWLEDGE, SKILLS AND ABILITIES

General knowledge of the operation, use and capabilities of computers and computer-driven word processing, spreadsheet and file maintenance programs.

General knowledge of technical terminology used in computer operations.

General knowledge of modern office practices, procedures and equipment.

Skill in the operation of data processing equipment.

Ability to understand and follow oral and written instructions.

Ability to communicate effectively in oral and written form.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

Ability to maintain records and to prepare accurate reports.

Ability to respond to inquiries in a tactful and effective manner.

MINIMUM EXPERIENCE AND TRAINING

Associate's degree in accounting or a related field and 1 to 2 years of related experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Non-Exempt
Salary Grade 7